
Getting Started with the End User Quarantine Website

The Hosted Email Security End User Quarantine website allows you to view and manage your quarantined email messages.

Use the following web address for your region to access the End User Quarantine website:

- For Europe, the Middle East, Africa: <https://euq.hes.trendmicro.eu>
- For all other regions: <https://euq.hes.trendmicro.com>

Use the End User Quarantine website to do any of the following:

- Register your account

See [Registering your Account](#).
- Manage quarantined messages

See [Managing Quarantined Messages](#).
- Add approved senders

See [Adding Senders](#).
- Change your password

See [Changing Passwords](#).
- Reset your password

See [Requesting a Password Reset](#).
- [Web Browser Requirements](#)

Web Browser Requirements

If you have trouble using the site or with the way the website displays, confirm that you are using a supported browser with JavaScript enabled.

Supported browsers include:

- Microsoft Internet Explorer 9 to 11
- Mozilla Firefox 2.2 or later

Parent topic: [Getting Started with the End User Quarantine Website](#)


Registering your Account

Tip:
If you lose or forget your End User Quarantine website password, use the *Forgot your password* link on the logon screen to request a reset.
See [Requesting a Password Reset](#).

- Go to the following web address for your region to access the End User Quarantine website:
 - For Europe, the Middle East, Africa: <https://euq.hes.trendmicro.eu>
 - For all other regions: <https://euq.hes.trendmicro.com>

The logon screen for the Hosted Email Security End User Quarantine website appears.

The Hosted Email Security End User Quarantine website allows you to view and manage your quarantined email messages.



Log On

Email address:

Password:

Log On

[Forgot your password?](#)
[Register a new account](#)

- Click Register a new account.
The Create a New Account screen appears.

Create a New Account

1. Personal Information

*Last name:

*First name:

2. Log on Information

*Email address:

*Confirm email address:

3. Password

*Password:

*Confirm password:

4. Security Question

*Security question:

What's your mother's maiden name?


Finish

Cancel

Finish

Cancel


3. Type your last name and first name.
4. Type and confirm the email address to be associated with the Hosted Email Security End User Quarantine website.
5. Type and confirm the new password to be associated with the account.

 **Important:**
Passwords must contain 8 to 32 alphanumeric characters. Trend Micro recommends using a long password. Strong passwords contain a mix of letters, numbers, and special characters.

6. Select a security question and type the answer.
7. Type the text displayed in the image.
8. Click Finish. Your email administrator will authenticate your information and Trend Micro Hosted Email Security will send you an email message containing a link to the End User Quarantine website.
9. Click the web address in the email message to log on.
Logging on activates your account and password combination.

About the User Quarantine

Quarantined messages are blocked as detected spam or other inappropriate content before delivery to an email account. Messages held in quarantine can be reviewed and manually deleted or delivered.


 **Warning:**
Hosted Email Security automatically deletes messages from the quarantine after 30 days.

The Quarantine screen displays the number of currently approved sender addresses above the table.


See [About Approved Senders](#) to learn more about approved senders.

- [Managing Quarantined Messages](#)


Managing Quarantined Messages





 **Warning:**
Hosted Email Security automatically deletes messages from the quarantine after 30 days.





1. Go to the following web address for your region to access the End User Quarantine website:
 - For Europe, the Middle East, Africa: <https://euq.hes.trendmicro.eu>
 - For all other regions: <https://euq.hes.trendmicro.com>
2. Go to the Quarantine screen.
3. Optionally, specify a Managed Account at the top of the screen.


 **Note:**
Selecting the Managed Account of All managed accounts includes all managed accounts and your primary account.
Selecting the Managed Account of All managed accounts may substantially increase the time needed by Hosted Email Security to display the lists of quarantined messages and approved senders. If you manage a large number of accounts, a console time-out may occur. In this case, select each managed account separately and try again.

4. Optionally, change the number of messages shown on each page by using the Display drop-down list on the bottom-right of the table.

 **Tip:**
To navigate through pages of messages, click the following buttons on the top-right of the table:

-  Show the first page
-  Show the previous page
-  Show the next page
-  Show the last page

5. Optionally, click a sortable column title to sort the list. Click the same title more than once to sort by ascending ▲ or descending ▼ order. Sortable columns include the following:
 - **Date:** Date and time stamped on the message
 - **Sender:** Email address of the sender
 - **Account:** The message recipient
 - **Subject:** Text of the subject line of the message
 - **Reason:** Reason why the message is quarantined.
6. Do one of the following to select messages to manage:
 - To select one or more messages, select the check boxes to the left of each entry.
 - To select all messages on the current page of the list, select the check box to the left of the Date column title.
7. Click one of the following buttons to manage selected messages:
 -  **Delete:** Cancel delivery and permanently delete the message
 -  **Delete & Block Sender:** Permanently delete the message and add the address to the blocked senders of the specified managed account or accounts. Future messages from blocked senders will be blocked.
 -  **Deliver:** Release from quarantine
 -  **Deliver & Approve Sender:** Release the message from quarantine and add the address to the approved senders of the specified managed account or accounts. Future messages from approved senders will not be held in quarantine.

 **Note:**
Released messages are no longer marked as spam, but they will continue to be processed by Hosted Email Security. The following conditions apply to delivery:

- If a message triggers a content-based policy rule with an Intercept action of Quarantine, it will once again appear in the quarantined message list.
- If a message triggers a content-based policy rule with an Intercept action of Delete entire message or Change recipient, it will not arrive at its intended destination.

See [About Approved Senders](#) to learn more about approved senders.

8. Optionally click on the Date value to view the Quarantine Details screen for a given message.


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- a. Check the summary and message view information about the message.
 - b. Click Delete, Delete & Block Sender, Deliver, or Deliver & Approve Sender to manage the message.

Parent topic: [About the User Quarantine](#)

About Approved and Blocked Senders

Configure the Approved Senders and Blocked Senders lists to manage email addresses that are always allowed or blocked to send email messages to your address or domain.

Approved Senders

 **Important:**
Any messages from senders in the list will not be detected as spam, phish, or marketing messages. All malware, content-based, and attachment rules set by the email administrator will still apply.

Using Trend Micro Hosted Email Security, mail administrators can set up rules to remove detected malware from incoming messages before they reach the corporate network. Administrators can quarantine detected spam and other inappropriate messages. Then, intended message recipients or mail administrators can choose to release or delete the quarantined messages.

To reduce the number of desirable messages being held in quarantine, you can set up a list of approved email senders. Messages from these senders are never quarantined as spam or marketing messages. A sender can be a specific email address or all senders from a domain. Rules for detected spam, phish, and marketing messages are not applied to messages received from approved senders. However, detected malware in incoming messages are still filtered before they reach your network.

Blocked Senders

Hosted Email Security automatically blocks messages sent from email addresses or domains added to the blocked list without subjecting the messages to any scanning.

The Approved Senders and Blocked Senders tables display the following information:

- Sender: Email address or domain of the sender
- Account: Account that you use to log on
- Date Added: Date and time that you added the sender to the list
- [Adding Senders](#)
- [Editing Senders](#)
- [Deleting Senders](#)


Adding Senders

Senders can be manually added to the list on the Approved Senders or Blocked Senders screen, or automatically added using the Deliver & Approve Sender or Delete & Block Sender button on the Quarantine screen.

See [Managing Quarantined Messages](#).

To manually add senders to the list, follow these steps:

1. Go to the following web address for your region to access the End User Quarantine website:
 - For Europe, the Middle East, Africa: <https://euq.hes.trendmicro.eu>
 - For all other regions: <https://euq.hes.trendmicro.com>
2. Go to the Approved Senders or Blocked Senders screen.
3. Optionally, specify a Managed Account at the top of the screen.

 **Note:**
Selecting the Managed Account of All managed accounts includes all managed accounts and your primary account.


4. In the Email address field, type a sender. A sender can be a specific email address or all addresses from a specific domain or subdomain.
 - Filter a specific email address by typing that email address.
 - Filter all addresses from a domain by using an asterisk (*) to the left of the at sign (@) in the email address. For example, *@example.com will filter all email addresses in the example.com domain.
 - Filter all addresses from a subdomain by using an asterisk (*) to the left of the at sign (@) and also using an asterisk (*) in place of the subdomain in the email address. For example, *@*.example.com will filter all email addresses in all subdomains of the example.com domain.

The following table displays format examples that are valid or not valid:

Table 1. Format Examples for Approved Senders

Valid	Not Valid
name@info.example.com	name@*.example.com
*@example.com	*@*.com
*@server.example.com	*@*
@.example.com	

5. Click Add to List. The address or domain you typed is validated and appears in the list.

 **Note:**
Hosted Email Security validates the format of the sender address before adding the sender to the list. If you receive multiple formatting error messages and are sure that the address provided is accurate, a console time-out may have occurred. Reload the page and try again.

Parent topic: [About Approved and Blocked Senders](#)

Editing Senders

1. Go to the following web address for your region to access the End User Quarantine website:
 - For Europe, the Middle East, Africa: <https://euq.hes.trendmicro.eu>
 - For all other regions: <https://euq.hes.trendmicro.com>
2. Go to the Approved Senders or Blocked Senders screen.
3. Optionally, click a sortable column title to sort the list. Click the same title more than once to sort by ascending ▲ or descending ▼ order. Sortable columns include the following:
 - Sender: Email address or domain of the sender
 - Account: Account that you use to log on
 - Date Added: Date and time the sender was added to the list
4. Click the email address or the Edit link of a sender to edit. The email address or domain becomes editable, and buttons labeled OK or Cancel appear.
5. Make and confirm your changes or corrections.



Tip:
Hosted Email Security validates the format of the sender address before adding the sender to the list. If you receive multiple formatting error messages and are sure that the address provided is accurate, a console time-out may have occurred. Reload the page and try again.

Parent topic: [About Approved and Blocked Senders](#)

Deleting Senders

1. Go to the following web address for your region to access the End User Quarantine website:
 - For Europe, the Middle East, Africa: <https://euq.hes.trendmicro.eu>
 - For all other regions: <https://euq.hes.trendmicro.com>
2. Go to the Approved Senders or Blocked Senders screen.
3. Optionally, click a sortable column title to sort the list. Click the same title more than once to sort by ascending ▲ or descending ▼ order. Sortable columns include the following:
 - Sender: Email address or domain of the sender
 - Account: Account that you use to log on
 - Date Added: Date and time that you added the sender to the list




Tip:
For example, to group the oldest senders at the top of the list, sort the list by Date Added in descending order.


4. Do one of the following to select senders to delete:
 - To select one or more senders, select the check boxes to the left of each individual entry.
 - To select all senders, select the check box to the left of the Sender column title.
5. Click Delete to permanently delete the selected senders from the list.

Parent topic: [About Approved and Blocked Senders](#)

Changing Passwords

 **Tip:**
Trend Micro recommends changing your password regularly.

1. Go to the following web address for your region to access the End User Quarantine website:
 - For Europe, the Middle East, Africa: <https://euq.hes.trendmicro.eu>
 - For all other regions: <https://euq.hes.trendmicro.com>
2. Go to the Change Password screen.
3. Type your current password in the Old password field.
4. Type and confirm the new password to be associated with the account.

 **Important:**
Passwords must contain 8 to 32 alphanumeric characters. Trend Micro recommends using a long password. Strong passwords contain a mix of letters, numbers, and special characters.

5. Click Save.

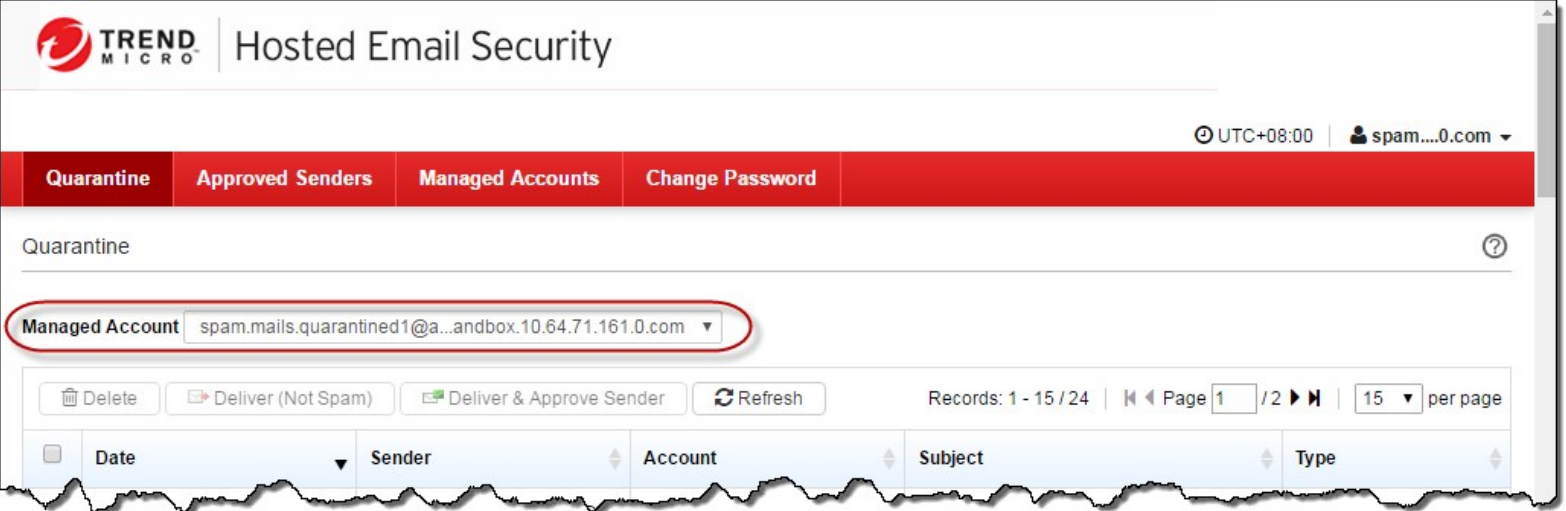
About Managed Accounts

Using a single account to log on, you can manage multiple Hosted Email Security End User Quarantine website accounts. Those accounts must already be registered and activated. To register a new account, see [Registering your Account](#).

After you begin managing an account, you can view the quarantined messages and set the Approved Senders associated with that account. Specify a Managed Account at the top of the screen to view Quarantined messages and set Approved Senders for that account.


Selecting the Managed Account of All approved senders includes all managed accounts and your primary account.

Figure 1. Example of the Managed Account Selection Control




- [Adding Managed Accounts](#)
- [Removing Managed Accounts](#)

Adding Managed Accounts

 **Important:**
After you begin managing an account, that managed account will be unable to log on to the End User Quarantine website. Remove the account from your managed accounts list to allow the account to log on again.

Before adding a managed account, verify the following:

- The Hosted Email Security administrator has enabled the feature.
 - The account is a registered End User Quarantine website account.
 - The account is not currently a managed account of another End User Quarantine website account.
 - You will be able to open the confirmation email message sent to the account address. You must have access to the incoming email messages for an account to successfully start managing that account.
 - You have the End User Quarantine website password for the account.
1. Go to the following web address for your region to access the End User Quarantine website:
 - For Europe, the Middle East, Africa: <https://euq.hes.trendmicro.eu>
 - For all other regions: <https://euq.hes.trendmicro.com>
 2. Go to the Managed Accounts screen.
 3. Click Add and then follow the steps in the wizard.
 4. Open the confirmation email message sent to the account address and follow the instructions.

 **Important:**
You will be able to view the quarantined messages and set the Approved Senders associated with the account only after you follow the instructions in the confirmation email message.
You can resend the confirmation email message by adding the managed account again. You do not need to remove the account before adding it again.

Parent topic: [About Managed Accounts](#)

Removing Managed Accounts

1. Go to the following web address for your region to access the End User Quarantine website:
 - For Europe, the Middle East, Africa: <https://euq.hes.trendmicro.eu>
 - For all other regions: <https://euq.hes.trendmicro.com>
2. Go to the Managed Accounts screen.
3. Select the check box beside the account or accounts to remove.
4. Click Remove.

Parent topic: [About Managed Accounts](#)


Requesting a Password Reset

Important:
To reset your password, you must match the security question and answer you provided when you registered your account. If the information cannot be authenticated, the password will not be reset. In that case, your email administrator must reset the password for you.

1. Go to the following web address for your region to access the End User Quarantine website:
- For Europe, the Middle East, Africa: <https://euq.hes.trendmicro.eu>
 - For all other regions: <https://euq.hes.trendmicro.com>

The logon screen for the Hosted Email Security End User Quarantine website appears.

The Hosted Email Security End User Quarantine website allows you to view and manage your quarantined email messages.



Log On

Email address:

Password:

Log On

[Forgot your password?](#)
[Register a new account](#)

2. Click [Forgot your Password](#).
The Reset Password Request screen appears.

Reset Password Request

1. Log on Information

*Email address:

2. Password

*New password:

*Confirm new password:


3. Security Question

*Security question:

What's your mother's maiden name?

*Answer:

4. Verification




Finish

Cancel

Finish

Cancel

- 3. Type the email address that you used when setting up your account.
- 4. Type and confirm the new password to be associated with the account.

 **Important:**
Passwords must contain 8 to 32 alphanumeric characters. Trend Micro recommends using a long password. Strong passwords contain a mix of letters, numbers, and special characters.

- 5. Select a security question and type the answer.
- 6. Type the text displayed in the image.
- 7. Click Finish. Your email administrator will authenticate your information and Trend Micro Hosted Email Security will send you an email message containing a link to the End User Quarantine website.
- 8. Click the web address in the email message to log on.
Logging on activates your account and password combination.